

Complaints Statistics 2019/20

The University does not systematically record information about concerns, so the information given here relates to formal complaints.

Academic Year 2019/20

We had 127 formal complaints.

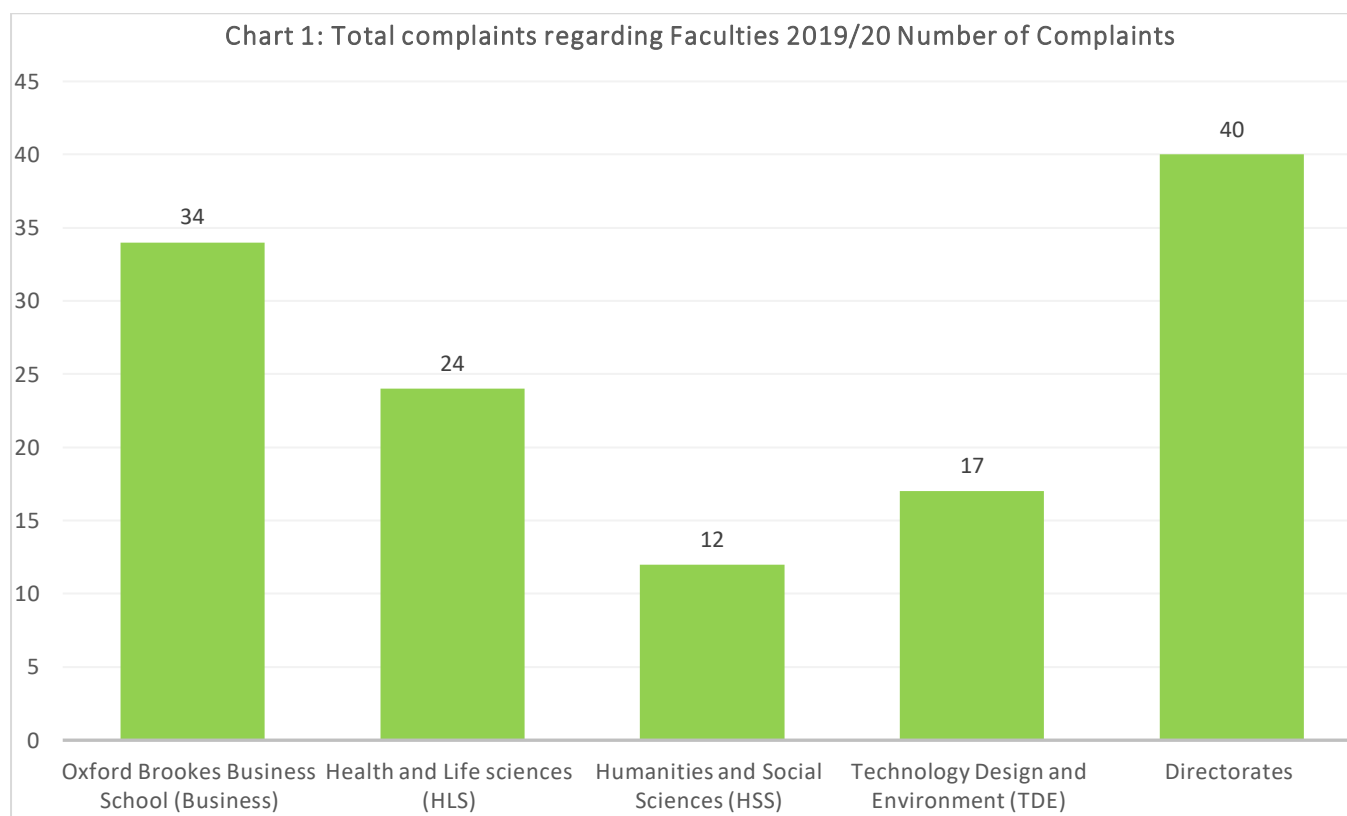


Table 1: Breakdown of complaints regarding directorates 2019/20	
Academic & Student Affairs (ASA)	21
Estates & Facilities Management (EFM)	13
Finance & Legal Services (FLS)	6
Corporate Affairs (CA)	0
Learning Resources (LR)	0
Human Resources (HR)	0
IT Services (ITS)	0
Marketing and Communications (MC)	0
Total	40

The information given in this document was correct at the time of production (February 2021)

Total Complaints (2019/20)

This table shows how many complaints were received by the University.

Table 2: Complaints received 2019/20	
Faculty/ Directorate	Number of complaints
Business	34
HLS	24
HSS	12
TDE	17
Directorates	40
TOTAL	127

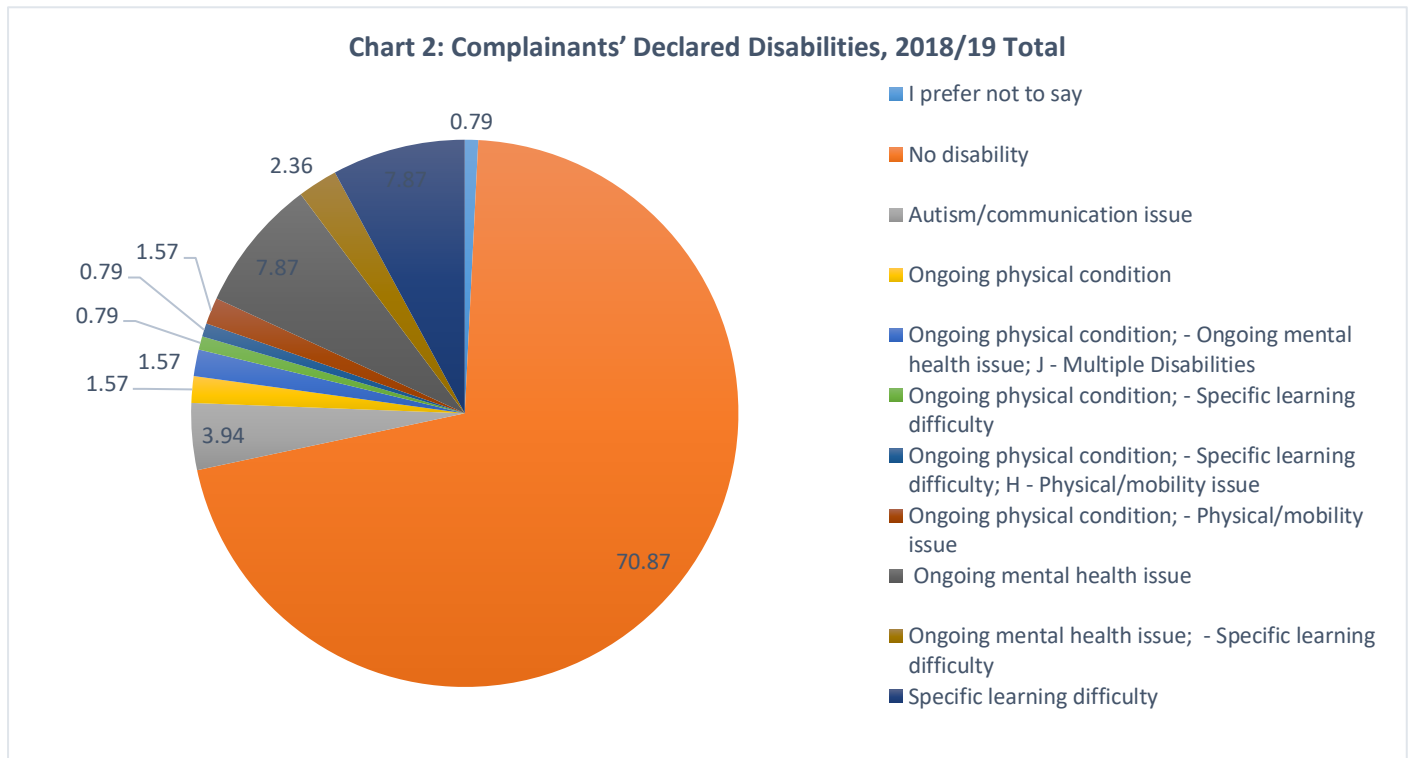
Outcomes (2019/20)

Table 3: Outcomes Across All Levels 2019/20				
Outcome	Level 1	Percentage (%) of Level 1	Level 2	Percentage (%) of
Justified	31	29.52	0	0.00
Partly justified	49	46.67	8	32.00
Not justified	20	19.05	17	68.00
Total	105	100.00	25	100.00

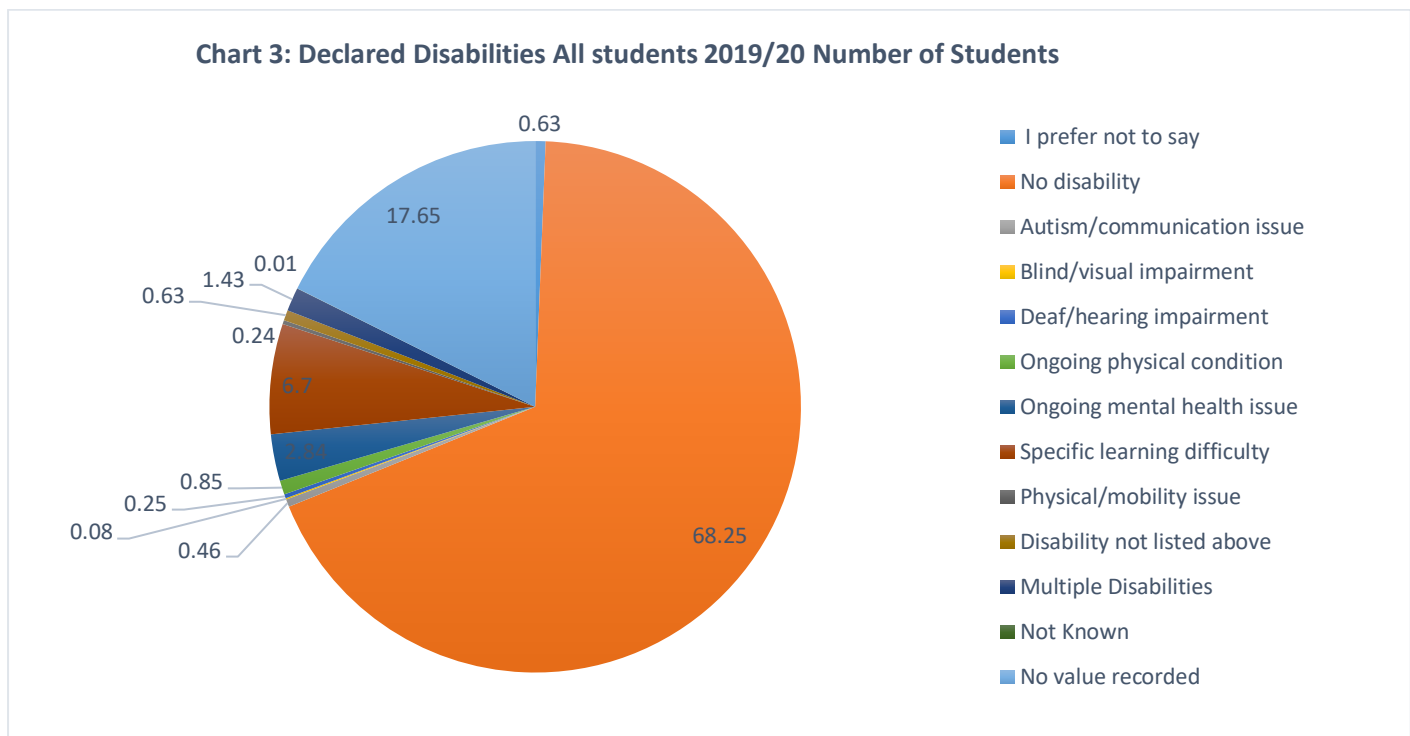
And there were 19 cases that were not admissible i.e. did not go to Level 1

Diversity Information

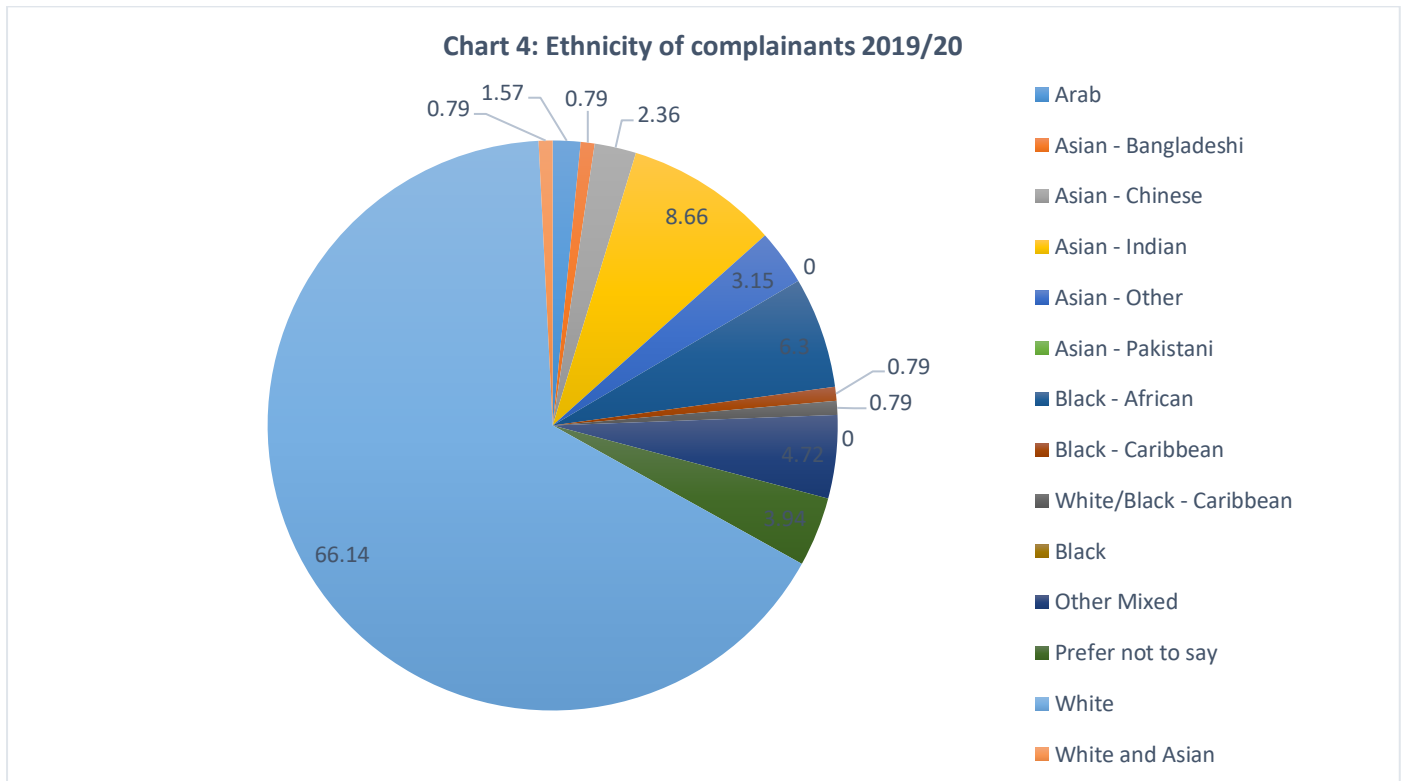
Complainants' Disability (If declared)



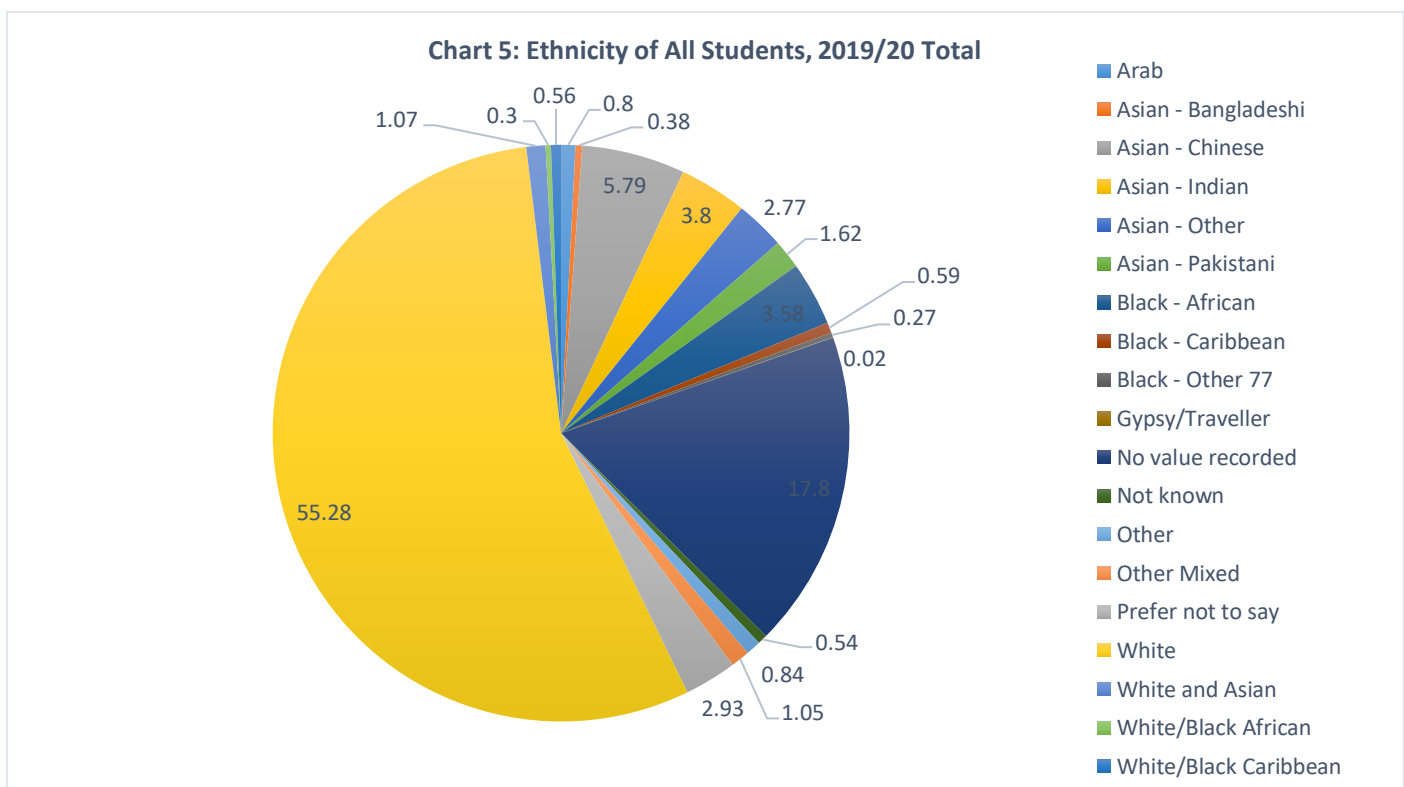
University Students' Disability (If declared)



Complainants' Ethnicity



University Students' Ethnicity



Gender (2019/20)

Table 4: Gender of Complainants Compared to All Students 2019/2020			
Gender	Number of complainants	(%) of total complainants	Percentage of all students
Male	50	39.37	42.42
Female	77	60.63	57.41
Other	0	0.00	0.16

Complaints data from previous years 2010/11-2019/20

Table 5: Number of complaints from previous years 2010/11- 2019/20			
Year	Faculties	Directorates	TOTAL
2010-11	45	15	60
2011-12	73	13	86
2012-13	69	13	82
2013-14	53	24	77
2014-15	49	17	66
2015-16	69	27	96
2016-17	62	32	94
2017-18	79	34	103
2018-19	63	30	93
2019-20	87	40	127